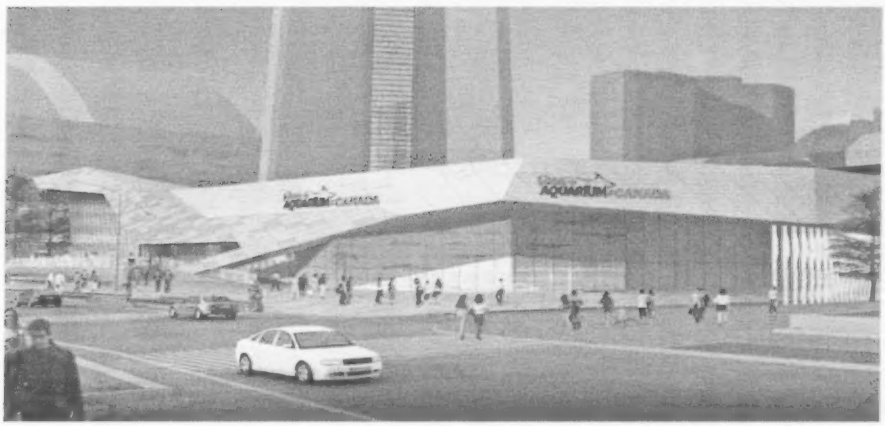
Our Toronto

VOL. 4 ISSUE 3 AUTUMN 2011

Building a great city – together

Ripley's Aquarium of Canada to open in Toronto in 2013



Artist's rendering of the new Ripley's Aquarium of Canada

TORONTO recently took a big step closer to getting its first major new tourist attraction since 1993. In August, Mayor Rob Ford helped announce details for a new Ripley's Aquarium of Canada, a $130-million facility now under construction next to the CN Tower, set to open in the summer of 2013.

In this 12,500-square-metre building, visitors will be able to view more than 450 aquatic species and 13,500 sea and freshwater inhabitants living in almost six million litres of water. A highlight of this space is a 96-metre moving walkway that runs along a tunnel below the shark lagoon. The lagoon will be home to sand tiger sharks, large sawfish and dozens of other species.

The aquarium will also feature exhibits of tropical reefs and the Great Lakes, Atlantic and Pacific Ocean habitats, jellyfish, seahorses, stingrays and much more.

This will be the first aquarium built in Toronto and it is predicted to be a popular tourist attraction. It will create about 600 jobs during construction and up to 350 jobs when open. It is estimated the aquarium will have an immediate economic impact of $50 million and a projected annual economic benefit of $35 million.

The City of Toronto was instrumental in attracting this development by providing the aquarium with property tax incentives as part of its Imagination, Manufacturing, Innovation and Technology Grants program and project management assistance from the Economic Development and Culture division.

ripleyaquariums.com/canada

shop TORONTO design

See what Toronto designers have in store

AS consumers become increasingly more eco-conscious, the trend to buy local has grown. That's where the Shop Toronto Design web page comes in. The web page allows you to search for local retailers who make everything from baby blankets and duvets, to cufflinks and prêt-a-porter suits – all designed by Toronto-based talent.

Stores are listed in seven categories: Womenswear; Menswear; Kidswear; Unisex; Lifestyle; Accessories; and Home and Garden. The site celebrates Toronto's world-renowned design workforce – the largest in Canada – and increases the profile of Toronto-designed products.

For that unique gift for yourself or special souvenir for a loved one, Shop Toronto Design provides a listing of Toronto stores that all carry at least 50 per cent locally-designed, quintessentially Torontonian products.

toronto.ca/shoptoronto

City's innovative approach to business development

THE City of Toronto's Business Incubation Program works collaboratively with organizations that provide a continuum of programs, services and resources that support small business growth and development.

Through the Toronto Fashion Incubator (TFI), the Toronto Food Business Incubator (TFBI), the Toronto Business Development Centre (TBDC) and others, the City has supported innovative and emerging entrepreneurs in the fashion, food and business industries for more than 20 years.

These incubators are a dynamic partnership between the City, industry organizations, and other levels of government. They produce the physical and intellectual environment where people can hone their creative and business skills.

The Toronto Fashion Incubator, the first of its kind in the world, celebrates its 25th anniversary in 2012. It has helped many designers become international players in the fashion industry. Some notable alumni are David Dixon, Wendy Wong (House of Spy), and JUMA.

The first of its kind in Ontario, the Toronto Food Business Incubator provides a commercial-food-grade kitchen as well as programs and services designed to bring new food ideas to life. Two of the many clients who now successfully sell their products include Chef Jonathan McDonough and Susan Ho (Tea Aura Inc.).

The Globe & Mail's recent Small Business Report on Toronto's 15 hottest young Entrepreneurs included five clients from the Toronto Business Development Centre.

In 2010, City-supported incubators assisted about 800 on-site and off-site client companies, and supported more than 3,000 entrepreneurs while creating and retaining over 400 jobs.

toronto.ca/business_resources/business_incubation.htm

Susan Ho, of Tea Aura Inc., displaying her wares at a trade show

Our Toronto

Building a great city – together

Our Toronto is distributed to every household in the city. Fully-accessible PDF and audio versions are also available on the City's website (toronto.ca/ourtoronto). You can read it online in the languages listed below, or contact us to have a printed copy in your language mailed to you. Call, write or email to have a Braille or large print version mailed to you.

Vous trouverez ce journal en français au site web ci-dessous. (French)

有关 Our Toronto 的二份资料的中文版本： (Chinese)

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이 신문은 아래의 웹사이트에서 한국어로 보실 수 있습니다. (Korean)

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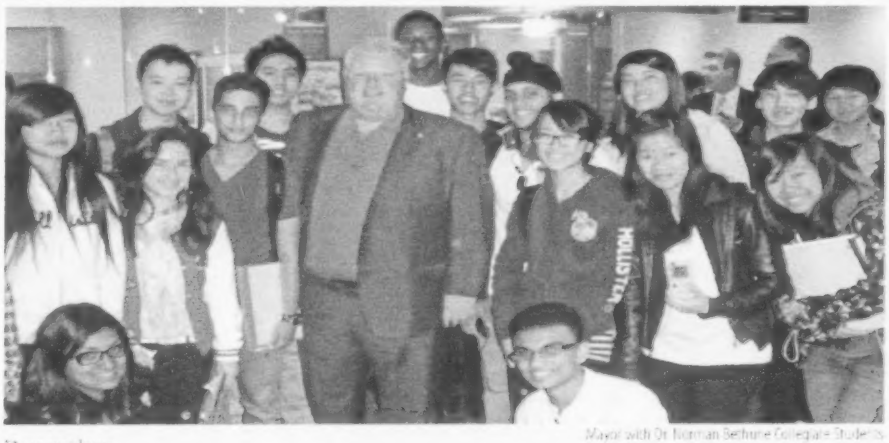
A message from Mayor Rob Ford



Mayor with Dr. Norman Bethune Collegiate Students

Dear residents,

IT'S been a busy few months at City Hall! Recently City Council passed the Core Services Review which reduced the City's expenses by $28 million. As well, Council has now given the City Manager the authority to implement a further $65 million in efficiencies. This means a total of $93 million in savings for Toronto taxpayers beginning in 2012. Also, Council passed the Voluntary Separation Program and the User Fee Review. The Voluntary Separation Program could mean approximately $40 million in additional savings.

But our work is not done. The City continues to face a significant budget shortfall. For years we have used unexpected surpluses – one-time revenues – to paper over our deficit. Each time we have done that, the deficit has gotten larger and the gap gets harder and harder to fill. Some Councillors have suggested the answer is to just raise taxes, but higher taxes are not the answer.

Simply, what we are doing at City Hall is what each and every family does everyday – looking at the revenues, and looking at the expenses. Previous Councils have spent too much and now my administration wants a long-term solution to fix our fiscal foundation.

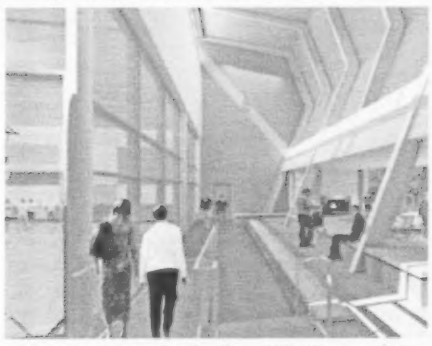
So what does this all mean for you?

- Your garbage will continue to be picked up.
- The grass on city property will be cut.
- The snow will be cleared on your streets.
- Libraries will remain open.
- We will continue to push the provincial government to fund childcare spaces.

We are going through these reviews so that future generations won't be faced with unreasonably high taxes and out of control spending. I was elected to ensure your tax dollars are spent in the most efficient way on the services that matter most to you. My administration is working very hard every day to do the job you sent us to City Hall to do.

toronto.ca/mayor_ford

Warden Hilltop Community Centre



Artist's rendering of the interior of the Warden Hilltop Community Centre

THE new Warden Hilltop Community Centre will soon be certified as a LEED (Leadership in Energy and Environmental Design) Silver building, featuring a geothermal heating and cooling system, green roof and solar power. The centre includes a double gym, weight room, teaching kitchen and preschool area. It is located at 25 Mendelssohn St., near Warden and St. Clair

toronto.ca/parks/facilities

Skybox (front page):
Artist's rendering of the exterior of the Warden Hilltop Community Centre

Toronto EMS Paramedics honoured with awards for bravery

SEVEN paramedics with the City of Toronto's Emergency Medical Services (EMS) were honoured at the annual gala dinner of the Association of Municipal EMS of Ontario held in September. The N.H. McNally Award recognizes acts of conspicuous bravery by pre-hospital professionals in the performance of their duties.

Toronto EMS Chief Paul Raftis, Neil Vincent, Warden for the County of Perth, Mike Smith, Warden for the County of Bruce, Paramedic James Brown, Paramedic Bill Simmons, Toronto EMS Deputy Chief John Lucic, Toronto EMS Deputy Chief Gayle Wright

Paramedics Michelle Sasse and Jeffrey Falconer

Last summer, paramedics Michelle Sasse and Jeffrey Falconer saved the life of a man who almost fell from the roof of a building. Disregarding her own fear of heights and personal safety, Sasse lunged and grabbed the patient by the trousers. With Falconer's assistance, she managed to drag the man away from the roof edge to safety.

Paramedic Aga Khan

Last fall, paramedic Aga Khan and his partner who were finishing a call on a bridge in Toronto, observed police struggling with a young man who was attempting to cause harm to himself. Police officers on the scene were in serious danger of falling off the bridge wall in their efforts to save the man. The crew assisted the police in securing the patient, and in the process Khan became dangerously perched on top of the 60 foot tall bridge putting his life in danger to save the young man. The patient was eventually safely transported to hospital.

Paramedics Bill Simmons and James Brown

In late spring of 2010, paramedics Bill Simmons and James Brown encountered a woman wielding a knife. They restrained her and successfully stopped her from harming herself. She was subdued and left in the care of police. During the scuffle, paramedic Simmons suffered a knife wound to the hand.

Paramedics Martin Bulai and Desmond Fan

In early 2011, paramedics Martin Bulai and Desmond Fan attended a car fire that was spreading to a home. They alerted the owners, even though they faced heavy smoke and active flames. The fire destroyed two vehicles and caused significant damage to the home. One of the paramedics was later treated in hospital for smoke inhalation. Their actions prevented further injuries to the residents in the area.

torontoems.ca

Let's beat the flu

ARE you prepared for the flu this year? One way to beat the flu is to get your flu shot early. Each year, people needlessly suffer from the effects of the seasonal flu. By getting your flu shot early – usually October to November – you can prevent and reduce the severity of flu symptoms, which include:

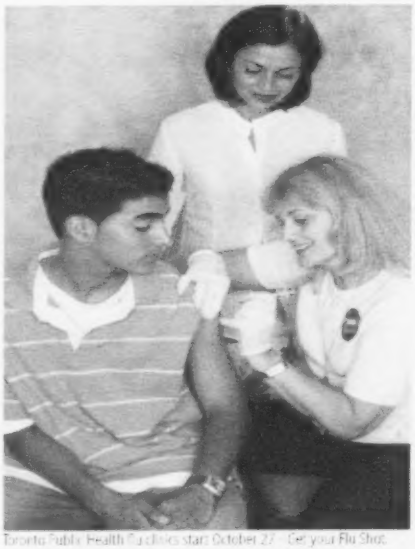
- Fever
- Runny nose
- Chills
- Headaches
- Weakness
- Sore throat
- Cough
- Tiredness

These symptoms can last from two to seven days and in some cases a cough and weakness can last up to six weeks. Seniors may get the flu without a fever. Children may have symptoms such as nausea, vomiting and diarrhea.

Everyone is at risk of getting the flu. People who have greater risk for complications are children under five years of age, people 65 years plus, residents of nursing homes or chronic care facilities, pregnant women, aboriginal people, people who are obese and those with chronic diseases such as diabetes and cancer, or lung, heart or kidney disease.

Even if you had a flu shot last year, you need another shot this year because flu virus strains change frequently. The vaccine is free and available to people six months of age and older who live, work or attend school in Ontario. You can get the flu shot at doctors' offices, walk-in medical clinics and at Toronto Public Health (TPH) flu clinics.

toronto.ca/health



Toronto Public Health flu clinics start October 27. Get your Flu Shot.

Just say NO... to drugs down the drain

ANTIBIOTICS. Ibuprofen. Acetaminophen. These are common medications that help treat various ailments, but can become harmful if they end up in places where they don't belong, such as in the garbage or down the drain (toilets, sinks, etc.).

Medications that are "flushed away" can make it through the wastewater treatment process and back into the lake, potentially harming fish and other aquatic life. Medications in the garbage can end up in the wrong hands.

The proper way to get rid of unwanted medications is to securely seal them in their original container and take them to one of the following drop-off/pick-up services:

- The City's Household Hazardous Waste Depots
- Toxics Taxi (call 311) for direct pick up
- At your local Community Environment Day. Check **toronto.ca/environment_days** in 2012 to find the event nearest you
- At your local pharmacy – they may have a medication take-back program

toronto.ca/311

The City working for you: A message from Toronto's ombudsman

EVERY day, residents call City of Toronto staff with questions about city services. That's not a bad thing. It's a recognition that Toronto residents feel connected with their city government, and believe they can get action on their concerns.

To ensure that residents get quick answers to their questions, the City of Toronto this year posted customer service standards on its website at **toronto.ca/customerservice**.

Here are some of the highlights, which apply to all City employees:

- Staff are expected to return calls within one business day, or 24 hours where services operate on a 24-hour cycle.
- Residents should be invited to leave a detailed message so that staff can call back with an answer rather than a further question.
- Email messages should be acknowledged within 48 hours.
- If needed, callers will be directed to the correct area. They will not be transferred blindly to another voice mail box.

Sometimes responses can come up short, even with the best of intentions. That's why each City division has published guidelines on what residents can expect when they file a complaint about a city service. Guidelines can be found at **toronto.ca/customerservice/divisional_complaint_protocols.htm**.

And if there's no success there, residents can always call the Office of the Ombudsman as a last resort and ask for an independent look at their concern.

ombudstoronto.ca ombuds@toronto.ca 416-392-7062

Office of the OMBUDSMAN

Service Review Program

EARLIER this year, the City of Toronto initiated a Service Review Program in preparation for the 2012 Budget and the Multi-Year Financial and Service Planning Budget process. There are three key components of the Service Review Program:

- Core Service Review
- Service Efficiency Studies
- User Fee Review

At its special meeting regarding the Core Service Review on September 26 and 27, Council approved $28 million in service changes and $65 million in efficiencies. Some of the service changes include the sale or lease of the Toronto Zoo and the City's three government-owned theatres, the discontinuation of the four free garbage tags program to homeowners and the end of police paid duty at construction sites.

The Service Efficiency Studies are underway for a number of divisions, agencies and cross-corporate functions as part of a regular review process. Results will be incorporated into the 2012 operating budget as required.

The User Fee Policy was also approved at the same Council meeting. The policy provides a framework for conducting the User Fee Review, which will be complete later this fall. User fees are an important revenue source for the City. They represented 26 per cent of the operating budget in 2011 and included fees for recreation programs, water consumption, permits and licences, rents, childcare fees, and fees from the sale of publications and other products.

The next and final step in this process is the start of the 2012 budget process in November. To develop the budget, the City will take into account the Council-approved service changes ($28 million) and efficiency directions ($65 million), the results of third-party consultant Service Efficiency Studies as well as the 10 per cent budget reduction submission required by all City divisions and agencies. Service efficiencies coupled with selective service reductions and added revenue will help us address the $774 million budget shortfall in the 2012 budget and beyond.

Each year, the City produces three budgets:

- Rate-supported budget (Toronto Water and Solid Waste Management) will be released on Thursday, November 10 and approved at Council's meeting on November 29 and 30
- Operating budget will be released on Monday, November 28, and approved at Council's meeting on January 17, 18 and 19, 2012.
- Capital budget will be released on Monday, November 28, 2011 and approved at Council's meeting on January 17, 18 and 19, 2012.

As is the City's usual process, the budgets will be discussed and debated at the committee level and the public will have the opportunity to make deputations as we move toward budget approval.

toronto.ca/torontoservicereview/

Because you care about Toronto's parks, visit
toronto.ca/parks/parksplan

to complete a survey and discover other ways to participate in the Parks Plan consultation process.

TORONTO Call 311

12 questions answered on the Emerald Ash Borer

1. What is the Emerald Ash Borer (EAB)?

It is a green beetle, native to Asia that feeds on ash trees. The adult beetles do relatively little damage. It is the larvae (immature beetles) that feed on the inner bark of ash trees, disrupting the tree's ability to transport water and nutrients that kill the trees.

2. How did the beetle get here?

It probably arrived in wood packing materials used to transport goods from Asia to North America. Once in Canada, the beetle was transported in firewood to Toronto.

3. When did it get here?

It was found in Windsor in 2002 and in Toronto in 2007.

4. How bad is the infestation now?

Most of the eastern part of the city is now heavily infested. Beetles have been found throughout the city, and ash tree mortality has spread to west Toronto.

5. Why didn't the City of Toronto do something sooner to stop the Emerald Ash Borer?

Governments in Canada and the United States have been unable to stop the spread of EAB. Infestation is very difficult to detect in the early stages. Once established, infestation spreads rapidly. By the time EAB was discovered in Toronto, it had already spread widely. Experts believe that EAB may have been in North America 12 years before being discovered.

6. How long does it take an ash tree to die after it has been infested?

Typically, it takes two to three years but at the peak of the infestation, trees may die in the first year.

7. How is the City currently managing the EAB problem?

Toronto has been tracking the spread of EAB to identify the location of infestations and tree mortality. By the end of 2011, a total of about 1,400 dead and dying Ash trees in city parks and on street boulevards will have been cut down. All ash trees on street boulevards removed due to EAB will be replaced. The City also protected a few hundred trees with pesticide to minimize damage.

8. What is the pesticide that Toronto is using, and why aren't we doing more of this treatment?

The pesticide is called TreeAzin™. This Neem-based product was first available for emergency use starting in 2008. To be successful, TreeAzin™ should be applied to relatively healthy trees with little infestation from June to August, and reapplied every two years for the life of the tree. Due to the cost of applying pesticide over the life of the tree compared to the cost of one-time tree removal and replacement, the City chose to invest in a limited program of pesticide treatment. Toronto is currently re-evaluating the current strategy and may make some adjustments in 2012.

9. What does the death of Toronto's 860,000 ash trees represent to the Toronto's tree canopy?

Ash trees currently make up about nine per cent of the City's tree canopy. The loss of ash trees over the next six years will result in an estimated two per cent reduction in the current tree canopy.

10. What does an ash tree look like?

An ash tree has opposite branching and a compound leaf (see photo). A compound leaf has more than one leaflet at its stem base. Ash trees have five to nine leaflets per leaf. Some older ash trees have a characteristic diamond pattern to their bark.

11. What does the EAB mean to homeowners who have ash trees on their property?

Homeowners are responsible for cutting down infested ash trees on their property and paying the associated costs. In the case of infested ash trees, the City will waive the permit fee normally charged when residents want to remove a tree from their property. Tree removal is a potentially hazardous activity and the City highly recommends that homeowners employ qualified workers to remove trees. It is illegal to move infested ash wood out of the regulated area as defined by the Canadian Food Inspection Agency. For more information see: **inspection.gc.ca/english/plaveg/pestrava/agrpla/agrplac.shtml**

12. What should I look for when hiring a tree care company?

Residents are encouraged to hire International Society of Arboriculture (ISA) certified arborists for any tree work or advice that they require. Most reputable tree care professionals do not go door-to-door soliciting business, so be cautious of companies that do so, especially if they are not displaying a registered business name. A reputable arborist will have insurance to cover personal and property damage as well as Workplace and Insurance Board coverage. Ask for references from past customers and check them, or visit locations where the company or individual has done tree care work. Get an estimate in writing, and get more than one estimate. When examining the bids, look at all specifications and credentials, and the work to be done to determine which company will provide the best service with the skill and professionalism needed to remove your tree and minimize risk to people and surrounding assets.

toronto.ca/eab

Kicking garbage to the curb – correctly

HERE'S how the City would like you to set out your various containers/bags for collection. Each container must be about half a metre apart and there must be a clearance of three metres above the containers to permit automated collection.

Fall Season – Yard Waste

For curbside collection customers, leaf and yard waste collection is every other week, on garbage collection day, from mid-March into December. Yard waste must be set out at the curb in kraft paper yard waste bags, or rigid, open-top containers (garbage can or bushel basket). Do not use plastic bags. Grass clippings are not accepted as yard waste.

Branches

Each branch must have a maximum diameter of 7.5 cm (3 inches) or bundled branches must have a maximum diameter of 0.6 metres (2 feet) and be less than 1.2 metres (4 feet) in length to ensure they fit in collection vehicles. The maximum weight of each yard waste bag or container should be 20 kg (44 lbs).

Winter Season – Snow Banks

Find a clearly visible and accessible area to put your bins/containers out for collection. Place them as close as possible to the curb without obstructing the street or sidewalk. Do not place the bins/containers behind or on top of a snow bank. Clear an area for the bins to be set out.

If you're ever in doubt about how to set out your garbage, please check your collection calendar.

toronto.ca/garbage

Proper spacing of bins on garbage day

Sherbourne Common – the waterfront's latest jewel

WATERFRONT Toronto and its government partners – the City of Toronto, Province of Ontario and the Government of Canada – have officially opened the completed Sherbourne Common, a unique park that seamlessly blends art and innovation.

Located in the heart of the new East Bayfront neighbourhood, Sherbourne Common is the first park in Canada to incorporate a neighbourhood-wide stormwater treatment facility. Public art is integrated with the water infrastructure to create a public space that is as beautiful as it is functional. A water treatment facility, housed in the basement of the park's pavilion on the southern side, cleans collected storm and lake water with ultraviolet light. The treated water is then sent underground to the north side of the park where it is released through three dramatic nine-metre high art sculpture towers. The water flows from the tops of the towers, down metal mesh veils and into a 240 metre long water channel, or urban river, where it then flows out to Lake Ontario.

Along with the art features, the newly completed north portion features a children's playground, a grove of trees, seating and benches. The water towers are lit at night and as people move over the bridge across the water channel, motion sensors trigger light patterns in the water falling from the sculptures. The mesh veils of art sculptures are designed to capture water in the winter to form unique ice patterns.

The name Sherbourne Common was chosen through an online public naming contest.

waterfrontoronto.ca

Water/art sculptures at Sherbourne Common

CITY UPDATE
Autumn 2011

E-NEWSLETTER
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Trails in the city

Trail volunteers at work

THE Natural Environment Trails Program is an innovative, community-based City of Toronto program that works to improve the long-term sustainability of recreational nature trails in Toronto's ravines and parklands while protecting the woodlands, meadows and wetlands that surround them.

The goals and objectives of the program are implemented by working closely with trail users, including hikers, cyclists, dog walkers and runners, and by collaborating with a variety of organizations and stakeholders.

Since 2002, the Natural Environment Trails Program has worked with local trail users to address the environmental impacts of nature trails on the forest in Crothers Woods, a 52-hectare ecologically significant woodland of mature maple, beech and oak trees in the Don River valley.

The Crothers Woods Trail Management Strategy, which won a Canadian Society of Landscape Architects Regional Honour Award, was created to guide the preservation and restoration of existing natural heritage features while creating safe, logical and sustainable trails. The management principles established in the strategy will soon be applied to the extensive nature trails throughout the city.

The Natural Environment Trails Program hosts several community trail-building days every year. Trail users and community members are invited to get their hands dirty and learn about sustainable trail design and management. This fall, four separate events were held, with 500 hours of volunteer time spent giving back to the trails.

toronto.ca/trails
trails@toronto.ca

Controlling your electricity use through Time-of-Use rates

ELECTRICITY prices are guided by Time-of-Use rates (TOU), which vary based on when electricity is used. This includes by time of day, day of week (weekdays versus weekend), and season (winter or summer). With TOU rates, you have the ability to better manage your electricity use and your bills by shifting your electricity use to times of the day when rates are lower.

You can monitor your electricity consumption online

Sign up for the free Toronto Hydro Time-of-Use portal today! This easy-to-use website lets you see your daily, weekly and monthly electricity usage and how much electricity you use in the high, mid and low price periods. Register today at **torontohydro.com/tou**.

Other helpful features of the Time-of-Use portal

You can receive email alerts of your predicted monthly bill, notifications to let you know when you have exceeded your high price use budget, and conservation alerts about new programs.

Shift your electricity usage for better cost management

Shifting your electricity use to lower cost periods can help you manage your bill. Try using the appliances that consume the most electricity (clothes dryers, laundry and dish-washing machines) at off-peak (low price) times.

torontohydro.com/conservation

WINTER – it's coming and the City is ready

ALTHOUGH it's not winter just yet, we know that it won't be long before the snow starts to fly. And when that happens, it can affect how we get around.

Drivers and cyclists want to have roads cleared quickly and efficiently to allow for the movement of traffic. Pedestrians require sidewalks to be cleared in order to walk around the city safely.

While we can't stop it from snowing, we can take steps to prepare for the worst Mother Nature can throw at us. As winter nears, the City is getting ready for another year of keeping our streets and sidewalks safe, and the traffic moving.

Keeping Toronto's streets clear of snow is a major challenge. Toronto Council has established a level of service for plowing the snow from city streets following a storm. Here's what you can expect.

As soon as the snow begins, Transportation Services sends out its fleet of salt trucks to the expressways and main roads. After this, the salt trucks will then move to the local roads.

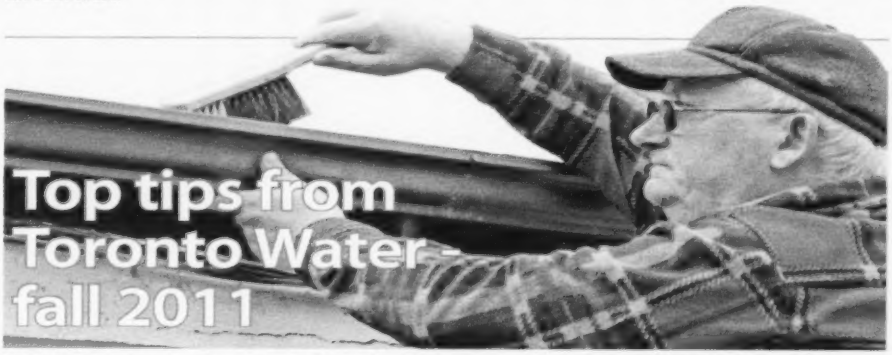
If snow accumulates, plows are sent to the expressways and main roads and plowing takes place for the duration of the storm. After the snow has stopped, plows are sent to the local roads.

The City clears snow from sidewalks on local roads where it is mechanically possible to do so after eight centimetres (five centimetres in January and February) of snow has fallen. In the central core of the city, where the City is unable to mechanically clear the snow from sidewalks, property owners are required to clear their sidewalks of snow 12 hours after a storm has taken place.

The City of Toronto's levels of service for snow clearing meet those set by the Province of Ontario for municipalities and road authorities. These levels of service were adopted by Toronto City Council in 2009.

Residents who have questions about snow clearing efforts in their area can call the City at 311.

toronto.ca/transportation



Top tips from Toronto Water – fall 2011

WITH fall here, our thoughts turn to the beautiful colours of the trees and, of course, raking leaves. Consider adding a few other items to your fall "to-do" list. The following tips will help you save water, money and the environment. They will also help you protect your home from possible basement flooding.

Pools

- When emptying your pool, water from chlorinated pools must be dechlorinated before disposing of it into the storm sewer system. Water from salt water pools must be carefully released into a sanitary system connection located on your property.

Lawns

- Over-seed your lawn with ryes and fescues to thicken up your grass for next spring – this will help reduce the amount of water your lawn needs next year.

Basement Flooding

- Help prevent basement flooding by clearing eavestroughs and downspouts of leaves and other debris. Be sure to seal window wells and fix leaks in basement walls. More advice on preventing basement flooding can be found at **toronto.ca/water/sewers/basement_flooding.htm**.
- Disconnecting downspouts from the sewer system will also help prevent basement flooding and the release of polluted rainwater into local waterways. More information on mandatory downspout disconnection, city-wide, can be found at **toronto.ca/water/downspout**.
- Consider installing a backwater valve and a basement sump pump if you have experienced basement flooding. Be sure to maintain your equipment once it's installed.

Save water and money

- Toilet leaks can waste a lot of water and are a common cause of unexpectedly high water bills. Some leaks cannot be seen or heard. You can check for a toilet leak with a few drops of food colouring in the toilet tank. If water in the bowl changes colour, you have a toilet leak that needs fixing.
- Back to school means more laundry! Use a high-efficiency front-loading clothes washing machine, and run only full loads.
- Run the dishwasher only when it's full. Avoid pouring grease and oil down the drain. Where possible, kitchen grease should go in the green bin with material that can absorb the grease.

toronto.ca/water

STAY INFORMED ABOUT CITY NEWS ....

Follow us on Twitter and Facebook or sign up to receive news releases, media advisories and other information by email. Toronto has several official Twitter and Facebook accounts to keep Toronto residents, businesses and visitors informed about the City's many activities, programs and initiatives. Our primary Twitter account is @TorontoComms.

toronto.ca/newsroom

Construction started on Spadina subway extension

One of four tunnel boring machines – this one named 'Holey'

THE Toronto Transit Commission officially launched the first Tunnel Boring Machine (TBM) on the Toronto-York Spadina Subway Extension on June 17. A total of four TBMs will build the tunnels for the 8.6 km extension into York Region. Each of the machines has a name, the result of a popular naming contest. The machines are officially known as Holey, Moley, Yorkie and Torkie.

The official launch ceremony, near the future site of the Sheppard West station, was attended by federal Environment Minister Peter Kent, Ontario Transportation Minister Kathleen Wynne, Toronto Mayor Rob Ford, York Region Chairman/CEO Bill Fisch and TTC Chair Karen Stintz.

The Toronto-York Spadina Subway Extension will be the first subway expansion crossing the municipal boundary of Toronto. The extension is fully funded, and physical construction is scheduled to be completed in 2015. The project is expected to create up to 20,000 jobs.

When completed, the subway line will feature six new stations: Sheppard West, Finch West, York University, Steeles West, Highway 407 and Vaughan Metropolitan Centre in York Region. To encourage motorists to use the subway, 2,900 parking spaces will be available at three stations (Highway 407, Finch West and Highway 407).

The Toronto-York Spadina Subway Extension is jointly funded by the Government of Canada, the Province of Ontario, the City of Toronto and the Regional Municipality of York.

ttc.ca

City taking steps to keep traffic moving

WITH the city growing and more and more cars on its streets, traffic congestion is a major challenge. Moving goods and people safely and efficiently throughout the city is the goal of the City's Transportation Services Division. The division is taking steps to help ensure that traffic flows as smoothly as possible and that everyone who uses Toronto's roads is safe.

With so many different road users – pedestrians, cyclists, transit vehicles and cars – it is important to strike a balance, so everyone can travel efficiently.

Signal timing is critical to ensuring that adequate intervals are provided to everyone who wants to use the intersection. And that's where the balancing act comes into play. It is important to provide sufficient time for vehicles, pedestrians and transit vehicles as they enter the intersection. To make sure that everyone is accommodated, the City continues to make improvements to its intersections and traffic signals.

For vehicular traffic, the City is continually adjusting traffic signal timing at intersections to optimize their capacity. The traffic system will be improved and modernized over the next few years. This will result in more effective movement for vehicles at intersections so that congestion on our streets is reduced.

For pedestrians, the City has instituted a number of traffic safety measures. These measures include pedestrian priority intersections, zebra stripes, accessible pedestrian signals and countdown signals – all aimed at improving safety for those travelling the streets on foot.

The City has also developed methods that enable transit vehicles to move through intersections more quickly to ensure a more effective public transportation system.

Through these methods, Transportation Services is working toward keeping the flow of traffic moving for everyone who uses the roads.

toronto.ca/transportation

Improving your health one step at a time

WHAT can you do anywhere at any time to help improve your health? Walk.

More than half of the adults living in Toronto are not physically active enough to maintain or improve their health. Finding an easy, low-cost activity that fits into your schedule can be difficult. Walking is one of the easiest activities to begin as a regular physical activity, with health benefits from as little as 10 minutes of walking a day.

Toronto Public Health set up the Walk into Health program to help Torontonians build physical activity into their daily routine. Walk into Health provides Toronto residents with easy access to pedometers and walking resources through the Toronto Public Library. The program expanded this year to 40 Toronto libraries across the city. A pedometer is a simple tool that counts your steps and the time you walk. It will help you set and achieve personal walking and fitness goals.

If you are able to walk regularly, your energy level will increase, your mood will improve and you can achieve and maintain a healthy body weight. You can walk in your neighbourhood, in a park or on a trail. If the weather is bad, you can walk comfortably at your local mall. Walking is a great way to catch up with your family and friends. Also, if you work, consider walking with co-workers during coffee or lunch breaks.

toronto.ca/health/walkintohealth
416-338-7600

Community safety a 'hot' priority for Toronto firefighters

THIS year firefighters used the week of June 11 to 19 to teach school children and their families about how to stay safe from preventable and predictable injuries during the summer holidays. Safety Awareness Week has become an annual event hosted during four evenings at selected schools across the city.

This year's host schools were St. Antoine Daniel CS, St. Denis CS, Galloway Road PS, and Parkfield Jr. PS. Firefighters worked together with Principals and staff of the chosen schools to plan an evening that would bring increased awareness of injury prevention to their school community. Toronto Public Health, Toronto Transportation Services, Toronto EMS, Toronto Animal Services, and the Canadian Red Cross were also instrumental in the success of this event.

Educational, fun-filled displays helped families focus on important summer safety themes like motor vehicle safety, fire and burn prevention, playground, railroad, and water safety. Students are first exposed to these themes in the classroom during their Risk Watch™ curriculum lessons.

In addition to the safety nights, firefighters went door-to-door in the school neighbourhoods as part of Project Zero, a fire and life safety educational campaign. Firefighters checked homes for working smoke and carbon monoxide alarms and provided information on fire safety to home owners. For more information visit:

http://www.toronto.ca/fire/prevention/projectzero.htm

Toronto Fire Prevention inspectors check a Beaches home owners smoke alarms. Smoke alarms are required on every level of the home, including near all sleeping areas. One carbon monoxide alarm is required in homes fuelled by fossil fuels (natural gas, wood, oil).

Youth volunteers bring music to our ears

Carefree Lodge Youth Council perform for residents.

ABOUT 50 residents, family members, volunteers and staff enjoyed a free concert by the newly formed Carefree Lodge Youth Council. This special 90-minute concert was a great way to end another successful Summer Student Program at Carefree Lodge. This summer, 60 high school, college and university students participated in the program, volunteering in the Dining Enhancement Program, assisting the rehabilitation team, working with recreation staff, and doing Friendly Visiting with residents. These students performed more than 3,000 hours of volunteer service during July and August alone.

To become a volunteer at Carefree Lodge, contact the Co-ordinator Volunteer Services by email at fcohen@toronto.ca, call 416-397-1524 or visit our web page.

toronto.ca/ltc/volunteer.htm

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to receive news releases, media advisories and other City information.

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toronto.ca/e-updates

What's new at the Toronto Zoo?

DID you know it is estimated that there are only 25,000 polar bears left in the wild? The Toronto Zoo partners with Polar Bear International as part of a network of Arctic Ambassador Centres that focus on research, education and animal well-being, in efforts to save future generations of this magnificent species.

The Toronto Zoo prides itself on many successful conservation programs that directly influence wildlife and wild spaces around the world. PhoneApes, for example, is a cell phone recycling program that has recycled 13,000 cell phones and raised about $10,000 for protecting gorilla habitat.

The Toronto Zoo participates in approximately 70 captive breeding and re-introduction programs, which involve breeding and releasing endangered species back into the wild. The black-footed ferret recovery program, for example, was spearheaded by the Toronto Zoo and has successfully released ferrets back into their natural habitat, where they once were extinct. Wild-born ferrets were found on Canadian soil in August of 2010, so they are now once again truly Canadian. The Association of Zoos and Aquariums recently awarded the Toronto Zoo Top Honours for North American Conservation for their joint work on the Vancouver Island Marmot Recovery Program. Just two examples of major success stories in animal re-introduction programs!

Ontario has eight native turtle species, seven of which are species at risk. The Adopt-A-Pond program at the Toronto Zoo is a wetland conservation program that has five major conservation initiatives that extend across Ontario. One of the most popular initiatives is the Ontario Turtle Tally, a program that encourages Ontario citizens to get involved and submit turtle sightings in local wetlands or even in their own backyard. Currently, more than 1,800 people have joined Ontario Turtle Tally and participation has doubled in the last two years.

The best way to learn more about the Toronto Zoo's many conservation programs and initiatives is by visiting the Zoo and its 5,000 animals, meeting Toronto Zoo staff and volunteers, and getting involved in Toronto Zoo events and education programs.

Enjoy quality family time this fall and winter at zoo events, including Boo at the Zoo, Boxing Day Treats Walk (a family favourite offering half-price admission), and the annual New Year Eve's Family Countdown in which you can ring in the New Year with some wild friends.

Like us at "The Toronto Zoo"

torontozoo.com

The Zoo for many years to come

RECENTLY, City Council adopted a recommendation authorizing the City Manager to consider other models of operation for the Toronto Zoo through a process called a Request for Expressions of Interest (RFEI). The process requires the City Manager to work with the Board of the Toronto Zoo, Toronto and Region Conservation Authority (TRCA) and the Provincial and Federal governments. The RFEI will lay out specific requirements and seek information from potential proponents - whether public, private or not-for-profit - that can address current and future needs. This is only the first step in an exploratory discussion(s) to consider other possible opportunities.

The Zoo recognizes that the current model of governance that was created in 1978 between the City, TRCA and the Zoo Board of Management can be greatly improved and fully supports participating in the discussions to build a more fiscally sustainable model to support the valued goals of conservation, education and research.

This landmark destination is part of every person that lives in this city and surrounding region and the Zoo fully expects that all discussions will be open and consultative. The Zoo appreciates your ongoing support.

"One Year to Go" to the Ontario Summer Games

ON August 16, representatives from the City of Toronto, Ministry of Health Promotion and Sport, Sport Alliance of Ontario, Toronto 2012 Ontario Summer Games Organizing Committee and Olympian Crispin Duenas officially announced "One Year To Go" until the City of Toronto hosts the 2012 Ontario Summer Games.

From August 16 to 19, 2012, the Ontario Summer Games will bring together almost 2,500 athletes competing in 28 sports at multiple venues across Toronto and surrounding regions, as well as coaches, managers and officials from across the province. It is a unique opportunity for many young athletes, as this multi-sport competition serves as a stepping stone to many national and international competitions. With more than 1,000 volunteers needed, the Games provide a wonderful opportunity to develop a legacy of voluntarism.

If you're interested in volunteering, please go to:

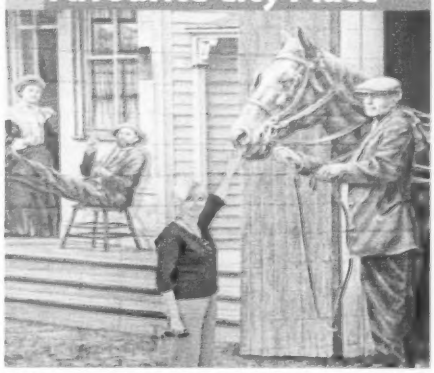
2012ontariosummergames.ca

Holly Abraham, Chair, Sport Alliance of Ontario; Janie Romoff, Director of Community Recreation, City of Toronto; Robert Kavramoto, Regional Director of Sales Tourism Toronto; Cathy Vincelli, General Manager, 2012 Ontario Summer Games; Brenda Patterson, Deputy City Manager, City of Toronto; the Honourable Margarett Best, Minister of Health Promotion and Sport; Crispin Duenas, Canadian Olympic Archery Athlete; Karen Pitre, Vice Chair, 2012 Ontario Summer Games; and Rahul Bhardwaj, Chair, 2012 Ontario Summer Games

Toronto THEN&NOW

GORDON'S Dairy, located at 4968 Dundas St W. in Etobicoke, 1940. The site is now Islington Seniors' Centre, which has a John Kuna mural depicting Gordon's Dairy painted on the front of the building. Islington's first public school was a clapboard building erected on the site in 1832. In 1883, the school was moved to a new location. The original frame building was rotated 90 degrees, and moved closer to the road. Later, the eastern half of the house was demolished and a new building was erected for Trusdale's milk processing plant. In 1938, the plant became Gordon's Dairy. The building was covered in yellow tiles and had a lunch counter, a popular hangout for kids in the 1940s. Since 1960 the building has been home to Islington Seniors' Centre.

Favourite City Service, Favourite City Place



MY favourite place in the Toronto is the Village of Islington, Toronto's Village of Murals. The local Business Improvement Area has created an Art Walk, a five-block area with over 15,000 square feet of exquisite murals. I like to visit between June and October to watch the street theatre of a mural painting in progress. I also love to stop for cappuccino or frozen yogurt at a sidewalk café beside one of the murals. The Village has a reputation for having the most beautiful fine art murals in Toronto. They really are quite spectacular. **villageofislington.com**

MY favourite City service is the Economic Development and Culture division. Staff help local commercial areas create thriving, competitive and safe business districts by offering assistance programs to BIAs. One of the more successful of these is the Capital Cost-share Program, which provides matching funding for streetscape beautification projects. These projects enhance the quality of life in local neighbourhoods and in the city as a whole.

Submitted by Linda Pedersen

Do you have a favourite place in the city? Is there a service that you really like? Write us at ourtoronto@toronto.ca

Doors Open Toronto Photography Contest: City in Focus 2011

THE first-ever Doors Open Toronto photography contest was launched as part of a special focus on architecture and photography. Submitted photographs were taken at any official Doors Open Toronto building during the May 2011 event. Congratulations to the following winners:

BUILDING EXTERIOR

WINNER – Dan Cronin
Location – R.C. Harris Water Filtration Plant
1st runner up – Robert Brienza
Location – R.C. Harris Water Filtration Plant
2nd runner up – Tony Zhou
Location – City Hall

BUILDING INTERIOR

WINNER – Matthew Kozovski
Location – R.C. Harris Water Filtration Plant
1st runner up – Sham Herman
Location – Crystal Ballroom, Le Méridien King Edward

ARCHITECTURAL DETAIL

WINNER – Natta Summerky
Location – TTC Roncesvalles Carhouse/Division
1st runner up – Rachel Nixon
Location – Toronto Dominion Bank building, 54th floor
2nd runner up – Steve Mostacci
Location – R.C. Harris Water Filtration Plant

DOOR

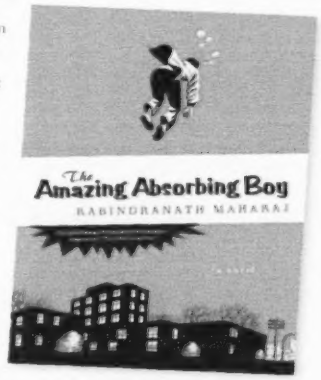
WINNER – Udo Dengler
Location – Painted Kiln Door at Evergreen Brickworks
1st runner up – Jason Cook
Location – Toronto Dominion Bank building, 54th floor
2nd runner up –Elgin Evidente
Location – Evergreen Brickworks

Rabindranath Maharaj wins 2011 Toronto Book Award

RABINDRANATH Maharaj is the recipient of this year's Toronto Book Award for his novel, *The Amazing Absorbing Boy*. Maharaj won $11,000 in prize money at the awards gala held at the Toronto Reference Library on October 13. Established by Toronto City Council in 1974, the Toronto Book Awards honour authors of books of literary or artistic merit that are evocative of Toronto.

The other finalists for the 2011 Toronto Book Awards are James FitzGerald for his memoir *What Disturbs Our Blood*, James King for his novel *Étienne's Alphabet*, Nicholas Ruddock for his novel *The Paraboliste* and Alissa York for her novel *Fauna*.

The Book Awards Committee members commented on the winning book: "The Amazing Absorbing Boy is the journey through Toronto of a 17-year-old Trinidadian boy sent to live with his estranged father in Canada following the death of his mother. In the absence of parental supervision – and even interest – this optimistic teen immigrant sets out from his Regent Park home to discover the wonders of the city. The characters he meets along the way, including relatives who visit from Trinidad and Toronto denizens who he encounters around the city, are colourful, often funny and invariably also struggling to cope with life and isolation. With his fourth novel, writer Rabindranath Maharaj creates a complex, witty and hopeful portrait of an imaginative youth determined to forge his own path in multicultural Toronto."



toronto.ca/book_awards

Winners of the 2011 Toronto Urban Design Awards announced

THE City of Toronto holds Urban Design Awards every other year to acknowledge the significant contribution that architects, landscape architects, urban designers, artists and other city builders make to our city. The program is organized by the City of Toronto and fully funded by sponsors.

From an impressive 129 submissions, 23 projects were selected for Awards of Excellence and Honourable Mentions. The winners are selected by a jury of independent design professionals. Jury members assess entries against a set of criteria that includes the contribution the project makes to the public space, how it integrates with its surroundings, and how the project supports accessibility, integration and preservation of heritage resources, environmental sustainability, and public art.

Awards are issued in categories that include elements of a project, low-scale to tall, private and public buildings, as well as student projects.

toronto.ca/tuda

Toronto Urban Farm providing food to Black Creek Pioneer Village

Located in one of Toronto's priority neighbourhoods, the Toronto Urban Farm is an innovative community development initiative that engages approximately 20 youth and the community each year in urban organic farming, leadership development, environmental stewardship and health promotion. Established in 2004, the Toronto Urban Farm is a partnership between the City of Toronto and the Toronto and Region Conservation Authority (TRCA).

An exciting new development at the Toronto Urban Farm is supplying fresh farm produce to TRCA facilities. TRCA recently announced that the food supplied by the farm will be used in its menus at the Black Creek Historic Restaurant and in catering services for weddings and business meetings at Black Creek Pioneer Village. Black Creek Pioneer Village has already begun using tomatoes, carrots, onions, garlic and a variety of herbs grown on the farm, on its menu.

The initiative is driven by TRCA's Sustainable Communities objective for The Living City vision, which supports local food production on TRCA's land and helps it meet its 40 per cent local food procurement target. Local food procurement models like the one adopted by Black Creek Pioneer Village and the Toronto Urban Farm demonstrate that when food is produced locally to be eaten within the city region, greenhouse gas emissions related to food transportation are lowered, the regional economy is diversified and strengthened, and more people in the region have secure access to healthy food.

The farm sits on 3.2 hectares (eight acres) of TRCA-owned land near the southeast corner of Jane Street and Steeles Avenue at Black Creek Pioneer Village.

trca.on.ca
blackcreek.ca

Staff at work on the Toronto Urban Farm